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New Normal: Banking Environment: Paul Fitzgerald, Vice Chairman Crown Bank

1. Asset Quality / CRE Segment

- Banks starting to release excess ALLL reserves
- Are we out of harm's way or is there another shoe to drop?
 - Impact of hybrid office structure - 3 days in office, 2 days remote, Reduction in space requirements
 - Tenant market - lease concessions probable

2. Fintech - Expanded Role

- Be ready - have a game plan
- Pandemic accelerated trend to Fintech
- Impact on branch strategy
- Core Processor: Avoid fees for new services added outside of core processor
- Companies available to assist with due diligence Review contract with core processor

3. BSA / Compliance

- Anti-Money Laundering Act of 2020 - Expanded scope: Unemployment fraud, domestic terrorism, cyber fraud, IRS requirements
- FDIC RFI July 2020 - standard setting for innovative technologies
- Standardize due diligence practices

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Polling Question #3